ImmTrac
Texas Immunization Registry

Frequently Asked Questions (FAQs) for Health-care Providers

Question: **What is ImmTrac?**
Answer: ImmTrac is the Texas immunization registry developed by the Texas Department of State Health Services (DSHS). It is a secure and confidential registry that stores immunization records all participating Texans. ImmTrac is designed to consolidate immunization records from multiple sources and allows health-care providers online access to their participating patients' immunization histories. The ImmTrac registry has been in existence since September 1, 1997 and is a FREE service available to all health-care providers and all Texans including first responders and their immediate family members.

Question: **How does ImmTrac benefit providers?**
Answer:

- ImmTrac consolidates a client's immunization history into one easily accessible record regardless of the number of providers from whom the client has received vaccines.
- ImmTrac offers providers, seeing a patient for the first time, a reliable immunization history.
- Having a single, centralized immunization history repository helps ensure appropriate, timely vaccinations and prevents over- or under-vaccination, thus avoiding unnecessary costs to families and third party payors.
- ImmTrac allows providers to generate *Reminder* and *Recall* notices for due and overdue immunizations (for clients younger than 18 years of age). Providers have the option of generating *Reminder* and *Recall* reports, bilingual letters (Spanish) or labels for use in mailing customized notices.
- ImmTrac assists in interpreting the complex vaccination schedule requirements and new vaccines or changes.
- For school nurses, ImmTrac can serve as a single source for immunization records for their enrolled students. School nurses can also update a student's incomplete record for future use and generate individual *Reminder* and *Recall* notices for parents.
- ImmTrac is useful in planning cost-effective and efficient disease prevention and control efforts in your community.
- ImmTrac can provide the means to measure immunization coverage rates in specific communities.

Although the primary function of the ImmTrac registry is to record a client's complete immunization history, the ImmTrac application is capable of generating other various reports useful to the medical and public health fields.

Question: **Are providers required to report vaccines administered to children to the DSHS ImmTrac registry?**
Answer: Yes. State law (House Bill 1921, 78th Legislature) mandates all health-care providers and payors (insurance company, health maintenance organization, health plan, etc.) report **all** vaccines administered to any person younger than 18 years of age to ImmTrac, regardless of knowledge of consent. The law defines the term provider as "any physician, health-care professional or facility personnel duly licensed or authorized to administer vaccines" (Texas Administrative Code, Title 25, Part 1, Chapter 100, §§100.1 – 100.11). Providers must report all vaccines administered to a child within 30 days of administering the vaccine. Providers are also encouraged to offer parents the opportunity to register their child for ImmTrac participation, and obtain and affirm written consent from those wishing to have their child's information included in ImmTrac.

Question: **Must a patient participate in ImmTrac to get vaccinated?**
Answer: No. A patient is not required to participate in ImmTrac in order to receive proper and

necessary vaccination.

Question: **How are vaccines and immunization histories reported to ImmTrac?**
Answer: There are two efficient ways for health-care providers to report immunizations to ImmTrac – directly into the Registry via the ImmTrac Internet application or electronically, via file extract import. Reporting to ImmTrac via the Internet application is the most convenient and efficient way to report immunizations. The ImmTrac Internet application allows providers to look up patients' immunization histories in ImmTrac at anytime and update records immediately after administering vaccines.

Providers currently using an electronic medical record (EMR) or practice management system (PMS) may be able to electronically extract information required for reporting to ImmTrac and submit files for import into the Registry.

Once a patient's record has been included in the Registry, future immunization information will require simple updating by providers. Prior to reporting any information to the Registry, all providers must register for ImmTrac access. For more information on reporting immunizations, please contact ImmTrac Customer Support at (800) 348-9158.

Question: **Should medical providers report only current immunizations or those immunizations already administered?**
Answer: When a client consents to inclusion of their or their child's information in ImmTrac, the consent is good for all past, present and future immunizations. If a client provides you with any immunization history and such information is not already in ImmTrac, as the client's health-care provider, you should enter all historical information to ensure inclusion of a complete immunization history in ImmTrac for that client.

Question: **I am a Medicaid provider. Does Medicaid forward my information to ImmTrac?**
Answer: Medicaid qualifies as a "payor" under the definition provided by current Texas law. As a payor, Medicaid is required to report **all** immunizations for anyone younger than 18 years of age on whom an immunization claim is paid. Like all payors, Medicaid is required to report immunizations to ImmTrac within 30 days of receiving the immunization claim from any Texas health-care provider. Although payors are required to report all immunizations to ImmTrac, providers are required to report as well, regardless of whether they bill a payor or not. Providers are required to report within 30 days of administering an immunization.

Question: **What were the recent major changes to the ImmTrac application?**
Answer: Texas legislation, through Senate Bill 346 (81st Legislature) established ImmTrac as a Lifetime Registry. In 2011 the ImmTrac Group implemented the law. Currently, all registered health-care providers can affirm consent for children as well as adults. Adults (18 years of age or older) can register for ImmTrac participation which allows them to store historical as well as current immunizations in the Registry.

On September 1, 2007 Senate Bill 11 was passed by the 80th Legislature. The passage of this bill allows for DSHS to accept "affirmation" of consent for ImmTrac participation from a health-care provider, birth registrar, regional health information exchange, local immunization registry or school nurse. This legislation also allows for the inclusion of information regarding a first responder (18 years of age or older) or an adult immediate family members.

ImmTrac is also designated as the reporting and tracking tool for community preparedness efforts in response to or in preparation for a declared or potential emergency or disaster. ImmTrac will also be used in tracking adverse reactions to an immunization, antiviral or other medication administered in response to or in preparation for a declared or potential emergency or disaster.

Question: **How do I affirm consent for <u>a child younger than 18 years old</u>?**
Answer: Providers should obtain consent using the *Immunization Registry (ImmTrac) Consent Form* (IG-7) or a blank C-7 consent form downloaded from www.ImmTrac.com. The ImmTrac-generated consent form (IG-7) can now be printed from the ImmTrac application. ImmTrac generates the consent form pre-filled with the child's information that was used

to search for the child's record.

How to obtain and affirm consent for ImmTrac participation:
1. Conduct a *Quick Search* or a *Basic Search* for the client's record.
2. If the client's record is not found via a *Quick* or *Basic* search, conduct a *Smart Search*. ImmTrac's *Smart Search* allows a user to enter additional client demographic information and utilize an intelligent matching algorithm to provide a greater chance of finding an existing ImmTrac client. Once a provider has conducted a *Smart Search* and has not found the client in ImmTrac, the provider may offer the client the opportunity to grant consent for the client to participate in ImmTrac, affirm that consent has been obtained, and add that client to ImmTrac.
3. When a *Smart Search* has been conducted and a client's record is not found, ImmTrac will display a message informing you that no clients matched the *Smart Search* criteria entered. The message asks, "Do you have one of the following signed consent forms for your client?" with the responses:
   o "YES [Signed C-7 or IG-7 ImmTrac consent form]"
   o "NO [Request Consent Form]"
   Select "NO [Request Consent Form]" to print the ImmTrac-generated consent form pre-filled with the information you entered into the *Smart Search* fields. The consent form for retention of disaster-related information beyond the minimum retention period can also be printed from this page.
4. Offer the form to the client's parent, legal guardian or managing conservator for signature.
5. After the consent form(s) is signed, choose "Continue with Client Add."
6. If the client's parent has already completed and signed a consent form, select "YES [Signed C-7 or IG-7 ImmTrac consent form]" and click the "Submit" button.
7. The "Add a Client" page appears next and contains information entered to conduct the *Smart Search* in the appropriate fields. Add or edit information here and select "Continue" to move to the next page.
8. The "Client Summary" page appears. Review the information for accuracy. Select "Edit" to make changes or add additional information. If all the information listed is correct, select "Continue" to proceed.
9. The "Consent Affirmation" page appears. The option for "ImmTrac Child (under age 18)" is pre-selected. Do not change anything and select "Affirm" to affirm consent for ImmTrac participation and to add the client to the Registry.
10. The "Consent Affirmation Confirmation" page is displayed with the new client's information, including the ImmTrac client ID number and user site's information.
11. Click "OK" to be taken to the "Client Detail" page where immunization information may be added.
12. You may then report that client's immunizations by simply adding the immunizations to the client's record.
13. The provider site should retain the signed consent form(s) in the client's medical record.
14. Please **DO NOT** fax completed consent form(s) to ImmTrac.

Question: **How do I affirm consent for adults (18 years of age or older)?**
Answer: Providers should obtain consent using the *Immunization Registry (ImmTrac) Adult Consent Form* ImmTrac-generated (IG) or a blank ImmTrac Adult Consent Form downloaded from www.ImmTrac.com. The IG Adult Consent Form can now be printed from the ImmTrac application. ImmTrac generates the consent form pre-filled with the patient's information that was used to search for the patient's record.

To obtain and affirm consent for ImmTrac participation:
1. Conduct a *Smart Search* to search for ALL adult client records in ImmTrac.
2. When a *Smart Search* has been conducted and a client's record is not found, ImmTrac will display a message informing you that no clients matched the *Smart Search* criteria entered. The message asks, "Do you have one of the following signed consent forms for your client?" with the responses:
   o "YES [Signed ImmTrac Adult Consent Form]" NO [Request Consent Form]"
   Select "NO [Request Consent Form]" to print the ImmTrac-generated consent form pre-filled with the information you entered into the *Smart Search* fields. The consent

form for retention of disaster-related information beyond the minimum retention period can also be printed from this page.

3. Offer the form to the client for signature.
4. After the consent form(s) is signed, choose "Continue with Client Add."
5. If the client has already completed and signed a consent form, select "YES [Signed Request Form from an adult (age 18 and over)]" and click the "Submit" button.
6. The "Add a Client" page appears next and contains information entered to conduct the *Smart Search* in the appropriate fields. Add or edit information here. Select "Continue" to move to the next page.
7. The "Client Summary" page appears. Review the information for accuracy. Select "Edit" to make changes or add additional information. If all the information listed is correct, select "Continue" to proceed.
8. The "Consent Affirmation" page appears. Select the option for "Adult (age 18 and older)". Select "Affirm" to affirm consent for ImmTrac participation and to add the client to the Registry.
9. The "Consent Affirmation Confirmation" page is displayed with the new client's information, including the ImmTrac client ID number and user site's information.
10. Click "OK" to be taken to the "Client Detail" page where immunization information may be added.
11. You may then report that client's immunizations by simply adding the immunizations to the client's record.
12. The provider site should retain the signed consent form(s) in the client's medical record.
13. Please **DO NOT** fax completed consent form(s) to ImmTrac.

Question: **How do I affirm consent for <u>a first responder or first responder's immediate family member 18 years of age or older</u>?**

Answer: Providers should obtain consent using the *Immunization Registry (ImmTrac) First Responder/Family Member Request Form* (IG-FR/FM) or a blank ImmTrac FR/FM consent form downloaded from www.ImmTrac.com. The ImmTrac-generated consent form (IG-FR/FM) can now be printed from the ImmTrac application. ImmTrac generates the consent form pre-filled with the patient's information that was used to search for the patient's record.

How to obtain and affirm consent for ImmTrac participation:
1. Conduct a *Quick Search* or a *Basic Search* for the client's record. When conducting a *Basic Search*, select the "Include" button for "First Responders/Adult Family Members."
2. If the client's record is not found via a *Quick* or *Basic* search, conduct a *Smart Search*. ImmTrac's *Smart Search* allows a user to enter additional client demographic information and utilize an intelligent matching algorithm to provide a greater chance of finding an existing ImmTrac client. Once a provider has conducted a *Smart Search* and has not found the client in ImmTrac, the provider may offer the client the opportunity to grant consent for the client to participate in ImmTrac, affirm that consent has been obtained, and add that client to ImmTrac.
3. When a *Smart Search* has been conducted and a client's record is not found, ImmTrac will display a message informing you that no clients matched the *Smart Search* criteria entered. The message asks, "Do you have one of the following signed consent forms for your client?" with the responses:
   o "YES [Signed Request Form from a First Responder or Family Member (age 18 and over)]"
   o "NO [Request Consent Form]"
   Select "NO [Request Consent Form]" to print the ImmTrac-generated consent form pre-filled with the information you entered into the *Smart Search* fields. The consent form for retention of disaster-related information beyond the minimum retention period can also be printed from this page.
4. Offer the form to the client for signature.
5. After the consent form(s) is signed, choose "Continue with Client Add."
6. If the client has already completed and signed a consent form, select "YES [Signed Request Form from a First Responder or Family Member (age 18 and over)]" and click the "Submit" button.

7. The "Add a Client" page appears next and contains information entered to conduct the *Smart Search* in the appropriate fields. Add or edit information here. Under "Preparedness Information" indicate if the client is a "First Responder" or "Adult Family Member." Select "Continue" to move to the next page.
8. The "Client Summary" page appears. Review the information for accuracy. Select "Edit" to make changes or add additional information. If all the information listed is correct, select "Continue" to proceed.
9. The "Consent Affirmation" page appears. Select the option for either a "First Responder (age 18 and older)" or "Adult Family Member of First Responder (age 18 and older)." Select "Affirm" to affirm consent for ImmTrac participation and to add the client to the Registry.
10. The "Consent Affirmation Confirmation" page is displayed with the new client's information, including the ImmTrac client ID number and user site's information.
11. Click "OK" to be taken to the "Client Detail" page where immunization information may be added.
12. You may then report that client's immunizations by simply adding the immunizations to the client's record.
13. The provider site should retain the signed consent form(s) in the client's medical record.
14. Please **DO NOT** fax completed consent form(s) to ImmTrac.

Question: **Who is considered a "first responder?"**
Answer: Senate Bill 1409 (81st Legislature), for the purposes of the immunization registry, defines a "first responder" as:

- Any federal, state, local or private personnel who may respond to a disaster, including:
    - Public health and public safety personnel
    - Commissioned law enforcement personnel
    - Fire protection personnel, including volunteer firefighters
    - Emergency medical services personnel, including hospital emergency facility staff
    - A member of the National Guard
    - A member of the Texas State Guard
    - Or any other worker who responds to disaster in the worker's scope of employment
- And any related personnel who provide support services during the prevention, response and recovery phases of a disaster.

Question: **Who is considered an "immediate family member" of a first responder?**
Answer: Per U.S. Government Code (§ 421.095) an "immediate family member" is defined as a parent, spouse, child or sibling who resides in the same household as the first responder.

Question: **What are some of the other changes that have been made to ImmTrac?**
Answer:

- **Immunization Scheduler:** ImmTrac's new immunization scheduler allows users to generate up-to-date immunization recommendations for ImmTrac clients. The new immunization scheduler resolves issues associated with ImmTrac's previous scheduler. It recognizes 4-day grace periods and combination vaccines such as DTaP and Tdap. It also adds vaccines not included in the previous scheduler, such as human papillomavirus (HPV), seasonal influenza, adult pneumococcal polysaccharide (PPV23), rotavirus, and herpes zoster. ImmTrac's new immunization scheduler follows the Advisory Committee on Immunization Practices (ACIP) recommended schedule. The scheduler's recommendations are calculated based on the immunizations stored in the client's ImmTrac record, creating a customized schedule for each client. Be sure to review the "Next Recommended Immunizations" block after adding any immunizations to a client's ImmTrac record.
- **Client Age Fields:** For clients younger than one year old, ImmTrac will display the client's age more specifically on the *Official Immunization Record*, and in the ImmTrac application on the Client Detail page and in any "Age at Immunization" fields. The ages for clients will be displayed as follows:
    - Clients zero to two months old – age will display in weeks and days

- o Clients two to twelve months old – age will display in months and days
- o Clients older than one year – age will display in years and months
- **Adult-Only and Special Immunizations:** ImmTrac has added adult-only and special immunizations to the list of ImmTrac vaccine codes and descriptions. When using the vaccine-drop down menu on the Add Immunizations page to add vaccines for first responders and family members 18 years of age or older:
  - o Universal vaccines are displayed in black font
  - o Adult-only vaccines are displayed in red font
  - o Special vaccines are displayed in blue font with double asterisks (**)

  For children younger than 18 years old:
  - o Universal vaccines are displayed in black font
  - o Special vaccines are displayed in blue font with double asterisks (**)

  Adult-only vaccines can not be added to any record (child or adult) if the administration date is before the client's 18th birthday.
- **User-Initiated Login Unlock:** ImmTrac users who enter an incorrect password will be able to use the User-Initiated Login Unlock functionality in order to attempt to login using a correct password. This new feature provides additional opportunities for users to successfully complete the login process without contacting Customer Support. This feature will appear automatically after the third unsuccessful login attempt.

  Users should:
  - o Use the most recent password for the account
  - o Remember that passwords are cAsE sEnSiTiVe
  - o Store recent passwords in a secure location with the date clearly indicated
  - o Never use spaces before or after letters when entering the unlock code
- **Personal *Reminder* and *Recall* Letters:** Users can now generate a single *Reminder* or *Recall* letter directly from the Client Detail page for children 17 and younger. Two new buttons are located in the "Next Recommended Immunizations" block on the Client Detail page. Select either button to generate a single letter for the client shown on the page.
- **Moved or Gone Elsewhere (MOGE) Flag:** Users may now indicate if a client has outdated contact information in ImmTrac. The MOGE option has been added to the existing "OK to Contact" field on the Client Detail page. If a client has moved and their updated contact information is unknown, indicate "Moved or Gone Elsewhere" (MOGE) in the Address block of the Client Detail page. Whenever the client's contact information is updated, ImmTrac will automatically change the selection back to "Yes."
- **Import Functionality:** Providers and payors with authorization to electronically import data into ImmTrac will benefit from enhanced import capabilities, including the option to electronically retrieve provider and payor import notification files.

Question: **Do providers have to get a consent form signed for each immunization administered to a client?**

Answer: No. Written consent for ImmTrac participation needs to be obtained **only <u>one</u> time** and **only if the client is <u>not</u> currently** in ImmTrac. Consent is good for past, present and future immunizations, unless consent is withdrawn by the client or the client's parent, legal guardian or managing conservator. For children younger than 18 years old consent is valid until the child turns 18 years old. For first responders and immediate family members 18 years of age or older, consent is valid for lifetime.

Question: **What is the difference between the ImmTrac consent forms referred to as the "C-7," "IG-7," "ImmTrac FR/FM," "IG-FR/FM," "ImmTrac DC," and "IG-DC?"**

Answer: The ImmTrac consent forms C-7, ImmTrac FR/FM (stock #F11-12955), and ImmTrac DC (stock #F11-12956) are the **blank** consent forms requiring manual completion by the parent or adult client prior to signing the form. These blank consent forms may be downloaded or ordered in bulk from the ImmTrac website. The ImmTrac consent forms IG-7, IG-FR/FM and IG-DC are the **ImmTrac-generated, pre-filled** consent forms generated by ImmTrac when a client record is not found by a *Smart Search*. These forms

print pre-filled containing information entered to conduct a *Smart Search*.

Question: **Can a completed copy of the *Vaccine Documentation Form* (C-100) be used for obtaining consent in lieu of the *Immunization Registry (ImmTrac) Consent Form* (C-7)?**

Answer: No. The C-100 form no longer meets the legal requirements needed for consent and therefore is no longer accepted by ImmTrac.

Question: **Can a completed copy of the *Texas Vaccines for Children (TVFC) Patient Eligibility Screening Record* (C-10) be used for obtaining consent in lieu of the *Immunization Registry (ImmTrac) Consent Form* (C-7)?**

Answer: No. Not enough client information is provided on the C-10 to create the client profile in ImmTrac.

Question: **I am a school nurse; can I affirm consent and add a student to the Registry?**

Answer: Yes. If you are a registered nurse (RN) or a licensed vocational nurse (LVN) and have rights to add and edit immunizations in ImmTrac, you may also affirm consent for your students' ImmTrac participation. If you affirm consent for ImmTrac participation, the ImmTrac group recommends filing signed ImmTrac consent forms in accordance with record retention policies set by the Texas Education Agency (TEA). If you have "view-only" rights in ImmTrac, you will continue to fax consent forms to ImmTrac.

Question: **As a school nurse that uses ImmTrac, should I get all students in the school to complete a consent form and affirm consent for their ImmTrac participation?**

Answer: No. ImmTrac consent is only required if the student is not currently participating in ImmTrac. ImmTrac contains records for over 6 million Texas children so you may find that many of your students are already participating in the Registry. To determine if your student is participating in ImmTrac, conduct a *Quick*, *Basic* or *Smart Search* in ImmTrac. Using the client's ImmTrac ID number is the quickest way to retrieve the client's record. If your student's record is found, there is no need to obtain consent. If your student's record is not found, ImmTrac will offer you the option to print a pre-filled consent form from the Registry to offer to that student's parent. If the parent grants consent, please affirm consent through the ImmTrac application.

Question: **Should we keep consent forms after the parent or client has signed them?**

Answer: With the passage of Senate Bill 11, DSHS is no longer required to maintain consent forms. Therefore, DSHS recommends that health-care providers keep the consent forms with the patient's medical record after they have affirmed consent and created a record for the client in ImmTrac. Consent forms may also be scanned into an electronic medical record (EMR) or practice management system (PMS) and stored electronically. Once scanned, ensure any paper consent forms are destroyed and disposed of properly. School nurses should file signed consent forms in accordance with record retention policies set by the TEA. Organizations that must continue to fax forms to DSHS should continue to follow their current policy on retaining forms.

Question: **Can ImmTrac generate *Reminder* and *Recall* reports?**

Answer: Yes. ImmTrac has a report generation feature that allows users to generate *Reminder* and *Recall* reports, letters or labels in addition to other types of useful reports for providers for children 17 and younger.

When providers report immunizations to ImmTrac as required by State law, these immunizations are linked back to the registered provider by the ImmTrac-assigned Provider/Facility/Site (PFS) number. That entity is then noted as the client's "most recent provider" in the Registry. Providers are able to create *Reminder* and *Recall* reports on ImmTrac clients if they are listed as the client's "most recent provider."

Question: **Can ImmTrac generate *Reminder* and *Recall* letters for one specific client?**

Answer: Yes. If a *Reminder* or *Recall* letter is only needed for one client, an individual letter may be printed directly from the client's record on the Client Detail page. The option to print either letter is available in the "Next Recommended Immunizations" block, directly below the client's immunization record. Select either the "Reminder Letter" or "Recall Letter" button to generate a single letter for the client shown on the page.

Question: **What are my confidentially requirements?**
Answer: Because information in ImmTrac is confidential, all registered/authorized ImmTrac users must maintain the confidentiality of all Registry information. The registration packet for ImmTrac access includes a *Provider Facility/Site Agreement and Confidentiality Statement*. The statement is an agreement between DSHS and the provider and/or applicant site representative concerning the access and use of ImmTrac and compliance with Registry confidentiality rules.

The agreement and confidentiality statement must be completed and signed by the provider or applicant site representative prior to ImmTrac access being granted. Applicant sites are responsible for notifying ImmTrac Customer Support of staff authorized to use the ImmTrac application. Applicant sites must also notify ImmTrac Customer Support of any staff changes (e.g. new staff who will be using ImmTrac, staff no longer allowed access to ImmTrac, staff violating the agreement, etc.)

Question: **How can I request educational materials for my patients?**
Answer: To request a supply of free ImmTrac educational materials for your patients, visit www.ImmunizeTexasOrderForm.com.

Bilingual (English and Spanish) brochures and posters are available to educate <u>parents</u>:
- Brochure: *Love Them. Protect Them.* (#6-202)
- Poster: *Love & Protect Them. Vaccinate & Register Them.* (#6-202P)

Bilingual (English and Spanish) brochures and posters are available to educate <u>adults</u>:
- Brochure: *ImmTrac is for you, too (#11-13708)*
- Poster: *ImmTrac is for you, too (#11-13708P)*
- Brochure: *ImmTrac isn't just for kids (#11-13707)*
- Poster: *ImmTrac isn't just for kids (#11-13707P)*

Brochures, posters and wallet cards are available to educate <u>first responders</u>:
- *When there's no time to think about your vaccines – you won't have to.*
- Brochure: #11-13079
- Poster: #11-13080P
- Wallet card: #F11-13078

For ordering assistance, contact the DSHS Immunization Branch at (800) 252-9152.

Question: **How can I contact the ImmTrac Group?**
Answer: You may contact the ImmTrac registry by mail, e-mail, phone or fax. Due to heavy call volumes, the recommended method of contact is by e-mail.

Mail:
Texas Department of State Health Services
Immunization Branch
ImmTrac Group – MC 1946
P.O. Box 149347
Austin, TX 78714-9347

E-mail:
ImmTrac@dshs.state.tx.us

Phone:
(800) 252-9152 (toll free)

FAX:
(512) 776-7790